

Kenneth Gordon
Chairman



Cheryl Harrington
Elizabeth Paine
Commissioners

PUBLIC UTILITIES COMMISSION

CONSUMER ASSISTANCE DIVISION BULLETIN 90-1

DATE: May 1, 1990

TO: All Utilities

FROM: Barbara R. Alexander, Director, Consumer Assistance Division

RE: CAD Complaint Codes

Effective January, 1990, the Consumer Assistance Division (CAD) revised complaint codes according to the attached chart. This revision allows us to better analyze complaint trends. You may want to use these same codes to analyze your customer questions and complaints, as well.

BA/kp
Attachment

INTAKE/INFORMATION CODES**DISPOSITION CODES****SERVICE**

S1	New Service Delays (No extension/poles needed)	S1a	Private Line/ Business Line
S2	Application for Service		
S3	Line/Maine Extensions	S3a	Delay
		S3b	Costs
S4	Service Repairs		
S5	Outages	S5a	Repeated Outages
		S5b	Line Clearance
S6	Service Classification		
S7	Denied Damage Claims		
S8	Customer Service	S8a	Unfair Sales Practices
		S8b	Conduct of Personnel
S9	Quality of Utility Service		
S10	Application for Serv (Indiv.)	S10a	Deposits
		S10b	Transferred Amount
		S10c	Denial for Other Reasons

MISCELLANEOUS

M1	Time-of-Use Rates		
M2	Electric Demand Meters		
M3	COCOTS		
M4	Operator Service Provider (AOS)		
M5	Rate Design/Rate Schedules		(Establishment fees, approved rates, PUC decisions, conservation programs)
M6	900 Numbers		
M7	Slamming		
M8	EAS Complaints		

DISCONNECTION

D1	Regular Notice		
D2	Regular Notice/Disconnection		
D3	Broken Payment Arrangement Notice	D3a	CAD Previously Negotiated P.A.
D4	Broken Payment Arrangement/ Disconnection	D4a	CAD Previously Negotiated P.A.

BILLING [Customer]

Customer

B1 Disputed Bills/Payments

B1a Transferred amounts
B1b 3rd Party Calls
B1c Directory/advert
B1d Estimated bills
B1e Previously Unbilled
Service

B2 High Usage

B3 Repair Charges

B4 Disputed P.A. Negotiation
(No disconnection notice)

B5 Disputed P.A. renegotiation
(No disconnection notice)

B5a CAD Previously
Negotiated P.A.

B6 Deposits

INFORMATION CODES

I2 EAS
I3 Telephone Lifeline

OTHER

V Variance Request from Utility
W Customer Calling Utility
U Unregulated

Updated 3/5/91